



Enter and View Summerville Care Home

Announced Visit
25th January 2024



What is Enter and View?

Part of Healthwatch Warrington’s remit is to carry out Enter and View visits. Healthwatch Warrington Authorised Representatives will carry out these visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows Authorised Representatives to observe service delivery and talk to service users, their families, and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists, and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation so that we can learn and share examples of what they do well from the perspective of people who experience the service first hand. Healthwatch Warrington’s Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch Warrington’s Safeguarding Policy, the Service Manager will be informed, and the visit will end. The local authority Safeguarding Team will also be informed.

Details of the Visit

Details of Visit	
Service Address.	Summerville Nursing Home, Hill Top Rd, Stockton Heath, Warrington. WA4 2EF
Date and Time.	25 th January 2024 10:30 – 12:30 PM
Authorised Representatives undertaking the visit.	Crissi Morad Jim Sinnott Norman Holding Kathy Yates

Acknowledgments

Healthwatch Warrington would like to thank the Registered Manager, staff and all the residents for their co-operation during our visit.

Disclaimer

Please note that this report is related to findings and observations made during our visit on 25th January 2024. The report does not claim to represent the views of all service users, only those who contributed during the visit.

Who we share the report with

This report and its findings will be shared with the Manager of Summerville, Care Quality Commission (CQC) and Healthwatch England. The report will also be published on the Healthwatch Warrington website.

Healthwatch Warrington's details

Address:

The Gateway

85-101 Sankey Street

Warrington

WA1 1SR

Website: www.healthwatchwarrington.co.uk

Telephone: 01925 246893

Healthwatch principles

Healthwatch Warrington's Enter and View programme is linked to the eight principles of Healthwatch, and questions are asked around each one.

- 1. A healthy environment:** Right to live in an environment that promotes positive health and wellbeing.
- 2. Essential Services:** Right to a set of preventative treatment and care services provided to a high standard to prevent patients reaching crisis.

3. Access: Right to access services on an equal basis with others, without fear of discrimination or harassment when I need them in a way that works for me and my family.

4. A safe, dignified and quality service: Right to high quality, safe, confidential services that treat me with dignity, compassion, and respect.

5. Information and education: Right to clear and accurate information that I can use to make decisions about health and care treatment. I want the right to education, about how to take care of myself and about what I am entitled to in the health and social care system.

6. Choice: Right to choose from a range of high-quality services, products and providers within health and social care.

7. Being listened to: Right to have my concerns and views listened to and acted upon. I want the right to be supported upon taking action if I am not satisfied with the service I have received.

8. Being involved: To be treated as an equal partner in determining my own health and wellbeing. I want the right to be involved in decisions that affect my life and those affecting services in my local community.

Purpose of the visit

The visit was announced and was part of the ongoing work programme of Healthwatch Warrington.

Details of the service

Summerville Care Home is a 'care home'. People in care homes receive accommodation and nursing and/or personal care as a single package under one contractual agreement dependent on their registration with us. Summerville Care Home is a care home with nursing care.

Provider Service and Staff

The Care home has 43 beds (at the time of the visit 35 were occupied).

Vicki Costello is the Interim Turnaround manager (in post 6 months) – employed via HC One until a new replacement has been recruited. Since Vicki took on the position 2 managers had been recruited however, they didn't take the position.

50 permanent staff including:

- Carers
- Full-time Maintenance Co-ordinator
- Nursing Assistants
- Nurses
- Full-time Wellbeing Co-ordinator
- Deputy Manager
- Head Chef
- Cook
- Kitchen assistant
- Head Housekeeper

Results of the Visit:

First impressions

The building was well kept with ample parking and excellent signage, with good access to the building in the form of a ramp.

The building is secure with access gained via a doorbell where we were buzzed in. The Authorised Reps (ARs) were met by Turnaround Manager Vicki Costello and were asked to sign in.

On entering the building, it was clean, warm, bright, and well-decorated. The aroma throughout the home was fresh and pleasant.

Well Lead

The home has great staff initiatives with several staff being awarded certificates for their service of 15 & 20 years at Summerville.

Staff turnover is low with only one member of staff leaving in the past 6 months.

Training is in place for staff and available online via Touchstone for compliance and clinical training takes place externally. All staff are up to date. Summerville is looking to extend their training in partnership with Warrington and Vale College.

It was noted that the home is hoping to get Tracheotomy training for their nursing staff as they are seeing a need for it in the home due to patients being transferred from the hospital.

We were encouraged that a Freedom to Speak Up Guardian (FTSU) provision is in place for whistleblowing across the HC one level.

Safeguarding procedures and training were in place and the Turnaround Manager mentioned that they had a great working relationship with Warrington Council Social Workers. The online portal is prompt and takes 1-2 days to sort depending on the severity.

Staff feedback was positive, and they felt well-supported by their Manager and Regional Managers.

It was noted that Summerville works well with the Hospital Discharge Team and HC One has a nurse assessor in the hospital. They will do the rounds at the hospital to assess the needs of prospective residents. The Nurse Assessor covers Liverpool, Halton and Warrington hospitals. If she isn't available staff will take on this role.

The Care home offers staff an Employee of the Month award, as well as a Kindness award (which is voted by the residents/ families) and staff, receive a £10 voucher, certificate and picture displayed on display boards around the home.

Access to Services

The Care home has a great relationship with the local GP Practice and successfully aligned patients within the local Primary Care Network.

All patients are registered with Stockton Heath Medical Centre, Dr Brookes is the registered GP, they work well with the practice Care Home Support Team who attend on a weekly basis and if they are not able to attend Dr Brookes will do the rounds.

It was mentioned that the relationship between the two is very good and if they need a resident checked before the weekly visit the practice is very responsive.

Summerville has 2 dentists who attend the care home to carry out checkups for residents regularly and will attend in an emergency.

Residents have access to a podiatrist as and when they need it unless the patient has diabetes and then they must attend the foot clinic.

There is a specific room for residents to attend to have their hair and makeup done as well as a visiting hairdresser that comes regularly.

There is work being carried out in one of the common rooms to create a Bar which had been requested by the residents, they are voting on the name of the Bar as well as what will go on in there.

Safe

The building is secure, and all rooms have personal alarms. Alarm signage is both visual and audible throughout the facility.

Infection control is led by the housekeeper, and all staff members must adhere to the processes in place to reduce the spread of infection.

When speaking to residents, it was noted that at times they felt that there were insufficient staff on duty. Two residents also stated that although their alarms were answered the response was not always prompt.

During our visit we noted a lot of alarms going off at once, all staff were attending as promptly as possible.

Caring

We observed staff speaking and supporting residents throughout our visit. Each member uses the resident's preferred name. The ARs noted (what appeared to be) an excellent relationship between the residents and the staff.

Each resident has their own care plan which is discussed with them and relatives regularly. At present, these are paper-based based but electronic systems are being installed. (Paper version sometimes causes issues particularly with delays in updating).

We asked how the home deals with disruptive residents. The Turnaround Manager explained they liaise with Social Services to access the best course of action and where to relocate if necessary.

There are several residents with early-onset Dementia, but the home does not have residents with full Dementia diagnoses. For some residents on Palliative care pathways, the nurses are trained in palliative care (this is online training).

Responsive

We asked residents about their care plan, those we spoke to were aware of their plan, and their families had full knowledge.

The home boasts an excellent Wellbeing Co-ordinator namely Sue, who spoke so fondly of the residents and took time to note little things about each resident making sure they were happy, entertained and had access to activities they liked.

Sue had been in post for a year at Summerville at the time of our visit and had taken it upon herself to create breakfast menus for each room. This was to encourage residents to eat breakfast either in their room or in the dining room. These menus were laminated and hung in the room and each morning she would take orders. All residents we spoke to found these extremely helpful and having them in place encouraged them to eat.

The Wellbeing Co-Ordinator updated a notice board in the hallway weekly with the timetable as well as creating a monthly schedule which was sent to families of the residents to encourage them to join in and share these experiences with their loved ones.

Residents we spoke to during the visit were happy with the range of activities and the involvement of their families.

Activities are offered to those that are bed-bound with the Wellbeing Co-Ordinator offering 1-to-1 sessions in the morning , making sure that nobody is left out.

The home has a good relationship with the local church as well as local care homes Victoria House and The Old Rectory, and residents attend each other's parties and activities.

Food

The residents spoken to were very happy with the food quality, selection and amounts provided. Weekly menus are provided and offer two options for the residents to choose from. The chefs take suggestions from residents and will try to cater to their needs, however HC One has a menu they tend to follow.

There is a very extensive breakfast menu which residents can order from daily as mentioned previously and it offers a continental and hot option.

Drinks were available in all rooms and there was a small kitchenette for use in the dining room for visitors.

Special occasions were well catered for, and relatives were always welcome at these events.

Effective

Generally, the home was clean, and bright. There were a few areas on the 1st floor where damp was visible.

The residents' rooms were beginning to look tired and do require a refresh.

The bathroom observed was large and had room for a wheelchair. It was clean, had hoists fitted and an emergency alarm fitted.

The residents garden room is in the process of being converted into a more recreational area (pub/games room with bar), this has been at the residents' request.

There is an extensive weekly programme of activities and a monthly newsletter. There is a comprehensive notice board available to all residents. In the dining room there is a lovely photo album of all past and present residents enjoying the activities and is a lovely touch.

The common areas are open-plan and provide a variety of chair styles for residents.

There is a communal dining area for those wishing to use it, others have meals in their rooms.

Patient Voice

We spoke to several patients and family members during our visit.

One resident had been at the home for 11 years and when asked his opinions on the current running of the home, he said *"It's gotten better over the years"* when asked about the food he said, *"foods fantastic - Steve's a great chef and very obliging."*

One resident who spoke with one of our ARs in their room stated, *"I'm very happy here- the food's good, but the staff are very pushed at times."*

One resident, when asked about their experience of Summerville said *"Need more staff, but they're nice and treat me well.... food's OK..... the doctor came to see me yesterday."*

We spoke to a family member who visits her husband every day with her friend *"It, (Summerville) was the only care home in the area at the time that had a vacancy for respite care but he's on end-of-life care now and has been here since after being admitted."*

We observed one resident in her room - she seemed comfortable and contented in her chair *"It's nice here...homely.....they look after me."*

Back in the lounge, we spoke to a lady who'd been there for 10 months *"Staff are very stretched. Most are lovely. Sue's nice. I do need support at mealtimes - I can't*

use my left arm. The food's excellent. I'd like to do activities but my left hand's the problem. They know my preferences and they're flexible. Yes, they're kind and compassionate. Yes, it is homely, care's good most of the time."

Conclusion

Overall, Summerville is a lovely care home that is full of happy residents from our experience. The main communal areas are well looked after, clean and well-equipped. However, the ARs noticed some areas that needed some TLC (some dampness was noted in corridors, and many of the resident's rooms we visited had flaking paint and damage to the walls that could do with a refresh.

The low turnover of staff and the long service of some is a good indication of the home, the Turnaround Manager has made the home a safe environment where residents and staff feel well cared for, however, the lack of a permanent registered manager is something that residents and families are finding disconcerting, knowing that the great leadership they have at present will not be forever and they worry that the new Registered Manager may not be as receptive.

Residents felt well looked after by the staff that are there and the consistency of bank staff who helped to support them when covering sickness and leave. However, from talking to residents and family- they feel that there isn't always adequate staff on duty.

Recommendations

The following recommendations are based on patient/residents feedback

Recommendations made from findings	
1	To consider displaying Healthwatch posters and information in the reception area and notice boards to allow independent choice for patient feedback.
2	Ensure that training is secured for staff in tracheotomy procedure.
3	To plan remedial work on damp patches in common areas.
4	To plan to update repairs and redecoration of paint in the resident's bedrooms

5

To increase adequate cover of staff on duty

6

To recruit a new Registered Manager and ensure that they are well integrated with patients and families before the Turnaround Manager leaves to help with the changeover



healthwatch

Warrington

The Gateway
85-101 Sankey Street
Warrington
WA1 1SR

www.healthwatchWarrington.co.uk
t: 01925 246 893
e: econtact@healthwatchWarrington.co.uk
📱 @HWW
📘 [Facebook.com/HealthwatchWarrington](https://www.facebook.com/HealthwatchWarrington)